



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: December 13, 2016

DATE: November 2, 2016
TO: Board of County Commissioners
FROM: Amber Howell, Director of Social Services
(775) 785-8600 ahowell@washoecounty.us
THROUGH: Kevin Schiller, Assistant County Manager

SUBJECT: Ratification of Approval of Amendment #5 to the Differential Response Program Agreement between Washoe County and the Children’s Cabinet, Inc. , Differential Response Program contract retroactively from October 31, 2016 through November 30, 2016 in the amount not to exceed [\$125,000], to ensure no lapse in service, until the Request For Proposals are complete and a vendor has been selected; and authorize the Purchasing and Contracts Manager to execute the amendment. **(All Commission Districts)**

SUMMARY

Ratification of Approval of Amendment #5 to the Differential Response Program Agreement between Washoe County and the Children’s Cabinet, Inc. , Differential Response Program contract retroactively from October 31, 2016 through November 30, 2016 in the amount not to exceed [\$125,000], to ensure no lapse in service, until the Request For Proposals are complete and a vendor has been selected; and authorize the Purchasing and Contracts Manager to execute the amendment.

Strategic Objective supported by this item: Safe, Secure and Healthy Communities.

PREVIOUS ACTION

On December 17, 2013, the Board of County Commissioners awarded Request for Proposal (RFP) #2875-14 for the Differential Response program for child abuse and neglect cases, to the lowest responsible, responsive proposer, meeting specification, to The Children's Cabinet, 1090 S. Rock Blvd., Reno, NV 89502, in the estimated amount up to \$300,000.00 for the first year, on behalf of Washoe County Department of Social Services; and further to recommend that the Purchasing and Contracts Administrator be authorized to enter into this Agreement for one (1) year, commencing December, 1, 2013 through November 30, 2014, with the provision for up to two (2) - one (1) year extensions at Washoe County's option, for up to two (2) subsequent years at an approximate annual amount between \$250,000 and \$300,000. The Differential Response Program Agreement dated March 26, 2014 and amended June 9, 2014 by

Amendment #1; July 16, 2015 by Amendment #2 and August 11, 2016 by Amendment #4 is hereby amended by Amendment #5.

On September 28, 2010 the Board awarded Request for Proposal (RFP) #2749-11 for the Differential Response Program to child abuse and neglect cases, to The Children's Cabinet and authorized the Purchasing and Contracts Administrator to enter into a one (1) year Agreement, commencing October 1, 2010 through September 30, 2011, with the provision for two (2), one (1) year extensions at the County's option, as recommended by staff.

On September 18, 2007 the BCC awarded Invitation to Bid No. 2610-08 for Differential Response Program to child abuse and neglect cases, to The Children's Cabinet, 1090 S. Rock Blvd., Reno NV 89502, in the estimated amount of \$250,000.00 for the first year. It was further recommended that the Purchasing and Contracts Administrator be authorized to enter into an Agreement, for one (1) year, commencing September 19, 2007 through September 18, 2008, with the provision for two (2), one (1) year extensions at the County's option, at an annualized cost for subsequent years between \$250,000.00 and \$400,000.00.

BACKGROUND

Differential Response is an approach to ensuring child safety by expanding the capacity of the community to assist the public child welfare agency to respond to reports of child abuse and neglect. Differential Response provides the opportunity for a broader set of responses for working with families at the first signs of trouble, using innovative partnerships with community-based organizations that can help support families that are in need. Differential Response allows families with children who are in danger of abuse and neglect to be linked to community-based services for early intervention and prevention services. Families referred have a chance to be connected to a community services provider, increasing the chances that children can remain safely at home without the need for formal child protective services (CPS) intervention. The following key principles will guide the proposed Differential Response practice and application:

- Children are safer and families are stronger when communities work together.
- Identifying family issues and stepping in early leads to better results than waiting until a family is in real crisis.
- Families can more successfully resolve issues when they voluntarily engage in solutions, services and supports.

Nevada Revised Statute (NRS) provides for Differential Response when a public child welfare agency determines that an investigation is not warranted and that the agency may forward a report and/or case record information of a particular child and family to a community-based service provider that has entered into a written

agreement with the agency for the purpose of conducting assessments and providing appropriate services that will support, preserve and improve the child's safety and family's well-being and functioning.

Approximately half of the calls taken by CPS meet the policy and statutory guidelines which define a report of abuse or neglect. Once a call has been evaluated and determined to be a report of abuse or neglect, a CPS supervisor will code the report as a Priority Response 1, 2, or 3. Priority 1 reports contain elements that are considered to be present danger and a CPS response must be made within two (2) hours. Priority 2 reports contain elements that are considered to be foreseeable danger and a CPS response is required within two (2) to 12 hours; and Priority 3 reports are determined to be maltreatment indicated with no present safety concerns and a response is required within 12 to 72 hours. Reports forwarded for Differential Response will be limited to Priority 3 reports in the following general categories:

- Educational neglect
- Environmental neglect
- Physical neglect
- Medical neglect
- Improper supervision
- Inappropriate discipline with minor physical injury

Since the implementation of the Differential Response Program in January 2008, eighty percent (80%) of those families served received case management services and counseling services beyond the initial home visit. In addition, this program has contributed to the overall reduction of children placed in the legal custody of the Department and is a front end prevention and diversion strategy.

The Children's Cabinet has been the provider since the implementation of the program following statutory changes in the 2007 Legislative Session. The State of Nevada, Division of Child and Family Services also provides funding through a local Family Resource Center for this service with limited capacity. The Department is the only jurisdiction which funds this as a separate contract for increased capacity, given it reduces workload and provides a vehicle for proactive intervention and diversion for those families which may become higher risk without services.

The Children's Cabinet has worked collaboratively with the Department of Social Services to implement and enhance the Differential Response program within the areas of policy and criteria in conjunction with oversight provided by the State of Nevada, Division of Child and Family Services. Additionally, cases referred are subject to the Federal Child and Family Services Review (CFSR) and over the past four years they have shifted practice in an effort to increase compliance with the Federal measures and standards.

The provision of Differential Response Services is consistent with the shift by the Department to engage families and support systems to assist families in crisis. Given they are the lowest level of referral, this has allowed for community engagement with the

family in an effort to prevent further escalation through initiation of community based services. The provider serves as a community partner versus the traditional mandatory child protective services response which leads to less resistance and increased engagement.

FISCAL IMPACT

The Child Protective Service Fund has sufficient budget authority available within the FY 17 adopted budget in cost centers 280210 and 280910 in G/L 710100 in support of this agreement, once finalized, not to exceed \$125,000.

RECOMMENDATION

Ratification of Approval of Amendment #5 to the Differential Response Program Agreement between Washoe County and the Children's Cabinet, Inc. , Differential Response Program contract retroactively from October 31, 2016 through November 30, 2016 in the amount not to exceed [\$125,000], to ensure no lapse in service, until the Request For Proposals are complete and a vendor has been selected; and authorize the Purchasing and Contracts Manager to execute the amendment.

POSSIBLE MOTION

Should the Board approve a possible motion would be to, *“Move to ratify approval of Amendment #5 to the Differential Response Program Agreement between Washoe County and the Children's Cabinet, Inc. , Differential Response Program contract retroactively from October 31, 2016 through November 30, 2016 in the amount not to exceed [\$125,000], to ensure no lapse in service, until the Request For Proposals are complete and a vendor has been selected; and authorize the Purchasing and Contracts Manager to execute the amendment. ”*